



SAP Ariba – FAQ Document for Suppliers

V4.0

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Version Control:

Version	Date	Amendment Made
1.0	12.09.2019	New Document
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Getting Started with Ariba

What is Ariba?

Cadent implemented the SAP Ariba solution in February 2020 across its source to payment processes. The solution provides the following benefits:

- All procurement activities recorded in one system
- Transparency and audit trail
- Electronic contract signatures via DocuSign
- Automated governance
- Improved data quality
- Simplified end user portal
- Supplier integration (recommended for suppliers with a high volume of orders / invoices – fees apply)
- Ability for suppliers to transact electronically
- Visibility of order and invoice status

Is sign up compulsory?

Yes, Cadent requires all suppliers to transact via the Ariba Network.

What level of access is required?

Ariba offer two accounts:

- Standard Account – provided free of charge, allows suppliers to receive purchase orders and submit invoices within an easy to use portal.
- Enterprise Account – this is a chargeable account that is payable to Ariba. The fees are based on the level of subscription and volume/value of transactions.

You should make your own judgment regarding your level of subscription. If you choose to upgrade to an Enterprise Account please ensure this has the relevant level of approval within your organisation, as failure to pay any fees to SAP will result in the account being suspended and you being unable to transact.

The majority of our suppliers can sign up with a Standard account, which is provided free of charge. Suppliers who wish to integrate their own back office sales system with Ariba need to sign up with an Enterprise account, which is subject to fees from SAP.

Does the supplier qualification process replace the current qualification requirement through Achilles?

No, this is in addition to Achilles.

Suppliers who have qualified through Achilles will have been requested to do so during a tender event. The tender event is a qualification process.

The Ariba qualification process will be for new 'ad-hoc' suppliers, who are not engaged through a tender event.

What is the difference between UVDB, Achilles, Ariba Network, Vendors?

Achilles operates the Utility Vendor Database (UVDB), which is a platform used by Cadent and other utilities to identify suppliers who are pre-qualified for sourcing activities. Suppliers may be asked to tender for key products or services, based on the data held in the UVDB. The tender event will be hosted in Ariba. Suppliers who are tendering will have an Ariba Network ID (ANID), which is their unique identification on the Ariba Network.

When we are ready to transact, suppliers are created as vendors in our back office SAP system with the reference starting 81, 82, 83 or 85. The reference is dependent on your base location, UK Domestic, European or Non-Domestic/Non European.

We require your ANID to connect the systems and ensure transactions can route through the network with no need for manual intervention.

Can we provide our own electronic catalogue?

Yes, suppliers can provide an electronic catalogue in the Ariba Network, this can now be managed via the Standard account.

Suppliers must be approved to provide a catalogue, if you wish to manage a catalogue via Ariba please speak to the relevant Buyer who will nominate your organization.

Electronic catalogues that are received in Ariba without the prior approval of a Buyer will be rejected.

We may have asked you to sign up to Ariba and provide a catalogue, as historically Cadent has managed the administration of a catalogue on your behalf or you have managed a catalogue previously via our previous provider (Hubwoo). Where Cadent is managing the catalogue on your behalf, this can cause delays in updating the electronic record due to the number of hand offs, leading to invoice mis-matching and adding unnecessary administrative cost for both parties.

Our design is to simplify the process and put the accountability for commercial updates in the right place, ensuring the process is efficient and we ultimately pay you on time for goods or services received.

Is the Ariba account the same for submitting bids and PO management?

Yes, it is the same account.

You can choose which area of Ariba you are in by selecting the option from the top of the screen.

Can we use the same ANID we already have for other customers?

Yes, you can use the same ANID for all customers. However you may find that other customers have slightly different rules in the network, Cadent's general rules are:

- Confirm the PO – mandatory for stock PO only (30 prefix)
- Create Ship Notice – mandatory for stock PO only (30 prefix)
- Create Service Entry Sheet – automated when invoice created for service order
- Submit Invoice(s)

We will get charged to use this system?

If you have subscribed to an Enterprise Account, yes this is chargeable.

Fees are paid to SAP Ariba and are based on the volume and value of transactions within the Ariba Network.

How much does the Enterprise account cost?

Fees are chargeable by SAP, you should refer to the following website to determine the costs associated with your business: <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>

As a reminder, the Standard account is provided free of charge.

How does Ariba effect our current financial system?

Your current system remains unchanged. We ask that you join the Ariba Network, which will hold purchase order and invoice information from Cadent and any other customers who are enabled on the network.

When you create the invoice in your own system, you need to log it in Ariba to create the record, attaching a PDF copy of your invoice. When it is released, the invoice will be sent to us within a few minutes.

If you receive a high number of purchase orders from us, you may wish to consider system integration with Ariba. This is completely your choice and should be discussed directly with SAP.

How thoroughly was this tested with the Cadent processes? We have found issues with other clients due to the varying types of PO.

Before we implemented Ariba we spent around 6 weeks testing our design of the end to end solution. Since we have gone live, a number of changes have been made that have been thoroughly tested by our technical and business process teams.

Suppliers who wish to integrate their system or submit invoices via the automated PDF reader will be required to complete testing to ensure the connection is working as expected.

Cadent operates three types of Purchase Order:

- stock (30 prefix)
- non-stock (32 prefix)
- blanket purchase order (BPO prefix), which will only be given to purchases under consolidated invoices or in agreed circumstances.

Do you integrate with other SAP systems?

Ariba is a SAP platform that can be integrated with your own SAP system.

An Ariba onboarding agent can discuss the options with you.

We have an account with Ariba but it is not linked with Cadent, how should we proceed?

Please email your Ariba Network ID (ANID) and vendor number (if you know it) to ProcurementServices@cadentgas.com. The team will add the ANID to your vendor record in the network and send you a Trading Relationship request, which must be digitally signed to complete the connection.

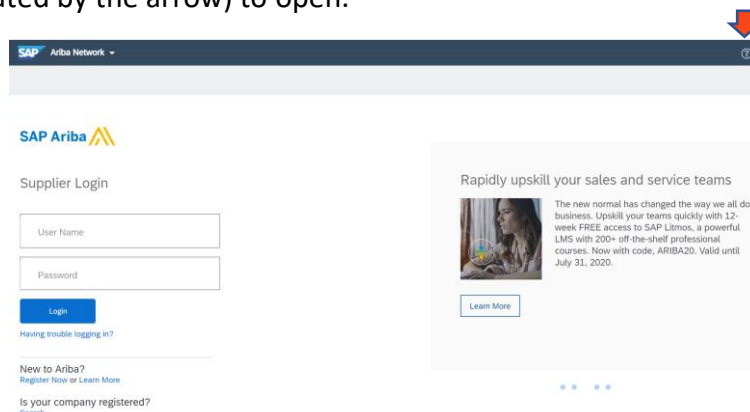
Is there a guide of all the fields that we need to complete to make sure there are no issues?

We have created an end to end user guide for suppliers, this can be found at cadentgas.com/suppliers.

The Ariba help & support pages also offer a wealth of knowledge through how to guidance and short videos, this can be accessed via the link in the portal (click on the question mark).

How do you get to the support page?

The support page can be accessed from the Ariba website, the top banner, click the icon (indicated by the arrow) to open.



If Cadent is contracted under two supplier entities, do we need to set up both suppliers entities?

The Ariba Network ID (ANID) and your Cadent SAP ID (81, 82 or 83 vendor number) are a one to one relationship.

If you have separate SAP ID's, you will need to create separate ANID's.

Can we have multiple user logins for different teams within our organisation?

Yes, the account administrator can add users to your account. More information on how to do this can be found on the Ariba Help Portal.

What do I need to do once we have registered on the Ariba Network?

Please email your Ariba Network ID (ANID) and vendor number (if you know it) to ProcurementServices@cadentgas.com. The team will add the ANID to your vendor record and send you a Trading Relationship request, which must be digitally signed to complete the connection.

Do the email links expire?

Yes, after 3 weeks.

I have forgotten my ANID, how do I find out what it is?

Log in to your supplier account and the ANID can be seen under the icon with your initials (settings) or also in the email confirmation from the Ariba Network when AN account was created.

I cannot log into my account, who can I talk to, to resolve this?

Please contact Ariba Customer Support via your Supplier Account – Forgot username or Password.

We have tried to register but there is already an account set up by Cadent – how do we access this?

When the Trading Relationship Request (TRR) or a Standard Account Purchase Order is sent to you, the Ariba Network creates a temporary ANID (AN account). You need to either:

- Accept the TRR or Standard Account PO with an existing ANID to connect to your existing account, or
- Create a new Ariba Network account, which would make the temporary AN account permanent

Has my vendor number been replaced by the ANID or is this still being used by Cadent?

Cadent still uses the vendor number in our system, it is our unique vendor ID, starting 81, 82, 83 or 85.

The ANID is the Ariba specific ID. We connect the two together in your Ariba record from our side to ensure the purchase order reaches the correct network ID.

Are additional modules such as Ariba Discovery also free?

Please see this link for more info about Ariba Discovery pricing
<https://support.ariba.com/item/view/121531>

Our account has a message saying 'Inbox feature is not supported for suppliers with a standard account', what does this mean?

Suppliers who have subscribed with an Enterprise account have the use of the inbox and outbox feature within the portal, this means transactions can be managed within the portal itself.

Suppliers who have subscribed with a Standard account must transact from the interactive email. The inbox and outbox features are not available.

If you choose to upgrade to an Enterprise account, please note this is chargeable by SAP.

Please see our user guides for more information.

Ordering via the Ariba Network

Is it possible for orders to be sent to a different email address than invoices are sent from?

Purchase Order and Invoice routing (notifications) can be set in your Ariba Network account settings.

If you have not yet maintained these, the email will automatically route to the address stored in our back office vendor record.

Will we have to send an order confirmation?

For stock purchase orders (30 prefix), yes. This is required to enable the warehousing system to operate as per the expected delivery schedules in the order confirmation and ship notice.

This is optional for non-stock (32 prefix) and BPOs.

We supply an emergency service; will we need to wait for an order via Ariba before sending a team to site?

Ideally, you should receive the purchase order quickly as all individuals across Cadent will have access to Ariba, either via a desktop or mobile app.

We should work together to ensure your catalogue has the appropriate items, which can be selected via the mobile app, once the request is approved the purchase order will be sent to you via the Ariba Network within a few minutes.

What if the Engineers still call into branches and do not raise an order through Ariba?

Unless they are paying by Purchasing Card, they must provide a valid purchase order.

Failure to provide a valid purchase order on an invoice will lead to it being sent back to you, unpaid.

What happens if you have placed an order before we sign up to Ariba?

The Ariba Network creates a temporary account where the PO is routed to, however you can choose how the PO will be accepted, by creating a new Ariba Network account or by signing in with already existing ANID.

Where do the order confirmations need to be sent?

Order confirmations are created by suppliers in the Ariba Network and automatically sent to Cadent's 'P2P' system via the network.

Order confirmation and shipping notices are only required for stock purchase orders (30 prefix).

What is the difference between a 'material' order and a 'service' order?

When a purchase requisition is created, the requisitioner chooses the type as 'material' or 'service'.

Material orders are typically used for purchasing products, as the system expects a quantity and unit price. Suppliers can invoice against one or more lines of the purchase order for a single invoice.

Service orders allow the requisitioner to enter the total value of the estimated spend, start and end date of the services. Ariba expects the supplier to create an invoice in the Ariba Network, manual invoices cannot be processed. The system will automatically create a service entry sheet to reflect the value of work invoiced. The service entry sheet is effectively a timesheet that states the value of services between X and Y dates and requires approval by the PO owner. Once approved, our Ariba P2P system will automatically create the goods receipt, and bring the invoice across from the network which will immediately match for payment, providing the VAT entered in the invoice matches the expected value.

Why do I have a purchase order for 'materials' when we supply services to Cadent?

Historically, purchase orders for services have been raised in a 'call-off' or '£ each' format, meaning the monetary value is displayed as the quantity and the unit price is 1.00. This provides the opportunity to part receipt and allows multiple invoices to be processed against a purchase order line item.

Ariba gives us the option to create a 'service order', which must be selected at the time the requisition is created. Service orders require the supplier to transact in the Ariba Network as system restrictions prevent invoices being created by any other method.

What do I need to do once we receive the PO in Ariba?

Review the PO content and confirm if it acceptable.

If the PO is not acceptable as the description or price is incorrect, items are missing such as delivery fees, the PO is not in a format that allows you to invoice via Ariba or the terms are unacceptable to you, please contact the requisitioner named on the PO to discuss.

If you have received a stock purchase order (30 prefix), you must confirm the order in Ariba.

If the PO only has one-line item and we will be invoicing at different stages for the services, what is the best way to proceed?

It is critical that you check the PO structure and confirm it will allow you to invoice.

If you are submitting multiple invoices against one-line item, the 'quantity' must be greater than 1. If this is a 'call-off order' the monetary value will be in the quantity field and the price will be 1.00. When invoicing, you need to do the same and swap the price and quantity around, when invoicing via Ariba, the system will default the invoice record to the structure of the purchase order.

The Ariba system will not allow you to change the price or invoice for a quantity higher than the PO is raised for.

Alternatively, a service PO will give you a financial limit. For this type of order, you must submit your invoice via Ariba. A service entry sheet will be automatically generated and when approved, will create the goods receipt and bring across the invoice for payment.

Before submitting any invoices for service orders, please ensure you check the value on the purchase order as this is not visible in the invoice screen. If you invoice for a value higher than the PO value the invoice will be automatically rejected in the Ariba Network and it will not be sent to Cadent.

Are suppliers able to add items to an order?

No, the requisitioner within Cadent is responsible for ensuring all items requested are listed on the purchase order, including any delivery fees.

Suppliers are responsible for confirming that the details on the purchase order are correct (price, delivery etc), that it is in a format that can be invoiced against and that the terms are accepted. If there are any discrepancies, please contact the requisitioner before providing any goods or services.

Are Ship Notices mandatory?

For stock purchase orders (30 prefix), yes. This is required to enable the warehousing system to operate as per the expected delivery schedules in the order confirmation and ship notice.

This is optional for non-stock (32 prefix) and BPOs.

Will Cadent be monitoring how long it takes to approve a Service Entry Sheet to ensure that payment to us is not delayed?

Yes, this is one of the key performance metrics we will be reporting to Cadent Leadership.

Any transaction waiting for approval in Ariba escalates to the individuals line manager if no action has been taken within 3 working days. It will escalate up the management chain every 3 days until it is approved or denied in the system.

Invoicing via the Ariba Network

How will you manage consolidated invoices in Ariba?

A small number of our suppliers provide us with a consolidated invoice each month. This is a summary invoice with supporting backing data, usually in MS Excel format.

When creating the invoice in Ariba, you should attach the PDF summary invoice and MS Excel backing data to the record. This ensures the invoice is registered for payment in a timely manner and gives us an audit trail to review the invoice & backing data to support the receipting process.

There are three important things to remember:

- You will be provided with a 'BPO' blanket purchase order reference, rather than a standard PO.
- These invoices cannot be submitted via EDM
- Invoice backing data must be provided in a standardised format

How quickly will Cadent 'receive' stock on the system to allow us to invoice as we have experienced delays in the past?

Our receipting process will not prevent you from submitting your invoice. To make the process simple, we have initiated auto-receiving for high volume low value items.

If the system cannot match your invoice to a valid goods receipt, an invoice exception is triggered and sent to the requisitioner. They will see this in their Ariba 'to do list'. Once they have created a matching goods receipt and any other exceptions have been cleared, the system will automatically match the invoice for payment.

How do we create an invoice once we provided the goods or services?

Log into the Ariba Network portal, select the 'Orders to invoice' tile and find the purchase order you wish to create the invoice for. Use the filter if you are unable to find the order from the initial screen.

Click on the order number to open the document in the network.

Select 'Create Invoice' then 'Standard Invoice' from the dropdown at the top or bottom of the screen.

Complete the invoice record template and submit.

You can find screen by screen examples on our Ariba Supplier Guide, which can be found at cadentgas.com/suppliers.

Can we submit invoices using .csv format into Ariba?

Technically yes, it's a semi-integrated procedure. If you chose to submit your invoices via .csv format, you should discuss this option with Ariba directly.

Can we back-date invoices when submitting them in Ariba?

Yes, you can back date an invoice by no more than 365 days.

Do you still operate self-bill invoices?

Cadent no longer operates a self-bill process, effective 1st April 2021.

Suppliers are required to submit all invoices via the Ariba Network (via PO flip or integration).

What happens if an invoice is received before the goods are received?

Invoices that arrive before the goods have been received will be placed into an exceptions queue and the requestor (for non-stock) or the logistics team (for stock) will be informed that the invoice has been sent and asking them to receipt when they receive the goods.

Some categories will be permitted for an auto-goods receipt, where we have high transactional volume and the invoices are low value, such as stationery, tools or PPE. In this case the requestor can see that the invoice has been received in Ariba.

Requestors will have the ability to reject invoices if they do not receive the goods or if there is an issue with the invoice and it will be returned to the supplier with the reason for rejection.

Why do we need to attach a copy of the PDF invoice Ariba is generating the invoice?

Cadent requires all suppliers who are submitting invoices via PO flip to attach a PDF copy of their tax invoice to the Ariba submission to enable Cadent to validate the record created mirrors the tax invoice.

Suppliers who integrate their system do not need to provide a PDF copy.

Can we attach other documents such as proof of delivery and timesheets?

Yes, you should attach them with your invoice submission to ensure they are linked together. We can then see all of the relevant information in one place which will reduce invoice queries.

Is it a choice of if we use Ariba or if we were to continue invoicing the way we do?

All suppliers must invoice via Ariba.

If suppliers are unable to do so, please contact ProcurementServices@cadentgas.com.

Would I Be Raising an invoice in our system (sage) and on Ariba? So two invoices?

No, you only need to create one invoice in your own system, your tax invoice.

You then create a record of the same invoice in Ariba. The record must exactly match the invoice you are submitting for payment, including your invoice number.

Please attach the PDF invoice image to your Ariba invoice record.

Do we need to re-submit invoices that have already been issued to you via email?

No, any invoices you have sent to our dedicated mailbox will be captured.

If you have any queries relating to invoices submitted via email please contact AskFinance@cadentgas.com.

Why has my invoice been rejected and how do I resolve the issue?

Invoices are validated at two stages in Ariba.

Firstly, the Ariba Network has a set of rules - if any of these rules are not met, the invoice will be automatically rejected. An example of this type of rejection would be a duplicate invoice number. In this instance, Cadent will not be able to see the invoice as it has not reached us.

Secondly, the Ariba Buying & Invoicing module operated by Cadent has a set of rules that create exceptions where the rules are not met. The exception is passed to the appropriate individual to take action via a system workflow – this individual can either:

- resolve the exception (one or more of the following)
 - receipt the order
 - accept price difference (within a small tolerance)
 - accept tax difference between system expectation and submission
- reject the invoice

When an invoice is rejected, either by the network rules or an individual within Cadent, you will see a blue box at the top of the screen when viewing the invoice, you should also receive email notification. The blue box will contain the reason for rejection, including any message if rejected by a Cadent individual. Click the edit and resubmit button to make the necessary changes to the invoice before resubmitting.

As a reminder, payment terms start from the date the invoice is registered in Ariba so please ensure any rejected invoices are updated as soon as possible so as not to delay payment.

Queries in relation to invoices or payment should be directed to AskFinance@cadentgas.com.

Will invoices logged on Ariba take priority for payment over invoices e-mailed to Cadent?

Payment is made based on the date the invoice record was created in Ariba and the payment terms of the purchase order, providing any invoice exceptions have been cleared, such as receipting.

Registering on the Ariba Network allows you to submit your invoices to us directly, with full visibility of invoice status in an easy to use portal.

Sending an invoice via email or post will delay the registration of the invoice for payment. There is a 2 working day SLA for invoices to be transferred from our provider to Ariba.

Do you offer full EDI integration for Orders and Invoices through Ariba?

Yes, EDI is one of the most common formats.

You should discuss this option with Ariba directly.

How do we invoice against an existing purchase order via Ariba if the order was created before we joined the Ariba Network?

You need to create an Ariba Network account or accept the Standard Account Purchase Order with an existing Ariba Network account and PO will be routed there.

If you have an Enterprise account, the PO will be sent to this ANID only once relationship is established. To establish the relationship, please email your ANID and vendor number (if you have it) to ProcurementServices@cadentgas.com.

If you sign up to a different ANID than the PO was connected to, Cadent will need to re-raise new PO's to enable you to invoice in the network.

How does Cadent manage stage payments?

If stage payments are agreed, the requisitioner will need to create the purchase requisition and resulting purchase order in one of two ways:

- Call-off PO – single line with the monetary value entered as the quantity to allow part receiving and part invoicing
- Stage payments as separate line items on the PO – each line should have the quantity of 1 with the agreed stage payment as the item price

The requisitioner will need to seek approval from our Accounts Payable lead to bring the payment forward once the invoice is matched.

Who do we contact in relation to invoice queries?

Please contact our Front Desk Team via email AskFinance@cadentgas.com, please give as much information as possible including the invoice and PO number.